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835 HANOVER STREET, SUITE 301
MANCHESTER, NEW HAMPSHIRE 03104

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DATE: June 24, 2004

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TO: Allan Housain

PHONE:
FAX: 1-703-746-5744FROM: Paul J. Kroon, Jr., Esq.
Bourque Law Offices
Manchester, New HampshirePHONE: 603-623-5111
FAX: 603-624-1432

RE: Dynamic and Interdependent Processing of Inbound

Our Reference: CONCERTO-500AX

Number of pages including cover sheet: 9

Original of this document to be mailed as well: ☐ YES ☒ NO

Attached is a proposed examiner's amendment.

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PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application : Szlam et al.
Serial No. : 09/437,414
Filed : November 10, 1999
For : Dynamic and Interdependent Processing of
Inbound and Outbound Communications
Attorney's Docket : CONCERTO-500AX
Examiner : Allan Hoosain
Group Art Unit : 2645

I hereby certify that this correspondence is being transmitted by facsimile to Commissioner of Patents, Alexandria, VA 22313-1450 at fax phone number 703-746-5744 on June 24, 2004.

(8) pgs

+ 1 pg cover sheet

(PK)

By

Paul J. Kroon, Jr.
Paul J. Kroon, Jr., Esq.
Registration No. 51,902
Attorney for Applicants

PROPOSED AMENDMENT FOR EXAMINER'S AMENDMENT
AMENDMENT AFTER FINAL PURSUANT TO 37 C.F.R. § 1.116

Commissioner of Patents
PO Box 1450
Alexandria, VA, 22313-1450

Sir:

In response to the Office Action dated February 2, 2004,
please amend the above-identified Patent Application as follows: